

2013

LEMON LAW ANNUAL REPORT

Texas Department of Motor Vehicles
Enforcement Division



Texas Department
of Motor Vehicles
HELPING TEXANS GO. HELPING TEXAS GROW.

Enforcement Division
Lemon Law Section

4000 Jackson Avenue
Austin, TX 78731

www.txdmv.gov



Texas Department of Motor Vehicles

HELPING TEXANS GO. HELPING TEXAS GROW.

Greetings:

The Texas Department of Motor Vehicles (TxDMV) celebrated the 30th anniversary of the passage of the Texas Lemon Law in 2013. The law continues to help consumers who have purchased or leased new motor vehicles with defects obtain warranty repair, replacement or repurchase. The commitment by the Lemon Law Section of the TxDMV to serve consumers and the marketplace since the initial passage of the Texas Lemon Law continues as always. Since its inception, the TxDMV has handled more than 16,400 complaints and the Lemon Law has generated over \$113 million in relief to consumers.

The 22nd annual report includes information on the program results, geographic distribution of complaints filed, defects reported, complaints filed and closed, complaint processing times, settlements, and vehicles ordered repurchased or replaced. Prior to 2008, nationwide vehicle sales exceeded 16 million. After a marked decrease in overall sales to a low around 10.6 million vehicles in 2009, automobile sales in the United States in 2013 increased 7.6% over the previous year with total sales of 15.6 million units. This year is expected by some analysts to return automobile sales to pre-recession levels. The Lemon Law Section has continued to provide professional service in administering and settling the majority of the cases handled. It is expected that complaint processing will be expedited with the passage of new laws by the 83rd Legislative Session returning the Lemon Law and warranty repair administrative hearings to the TxDMV.

If you have questions or suggestions to improve the program, please contact the Lemon Law Section staff.

Sincerely,

Mark Gladney

B. Mark Gladney
Lemon Law Section Manager

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INTRODUCTION TO THE PROGRAM RESULTS FOR CY 2013



INTRODUCTION

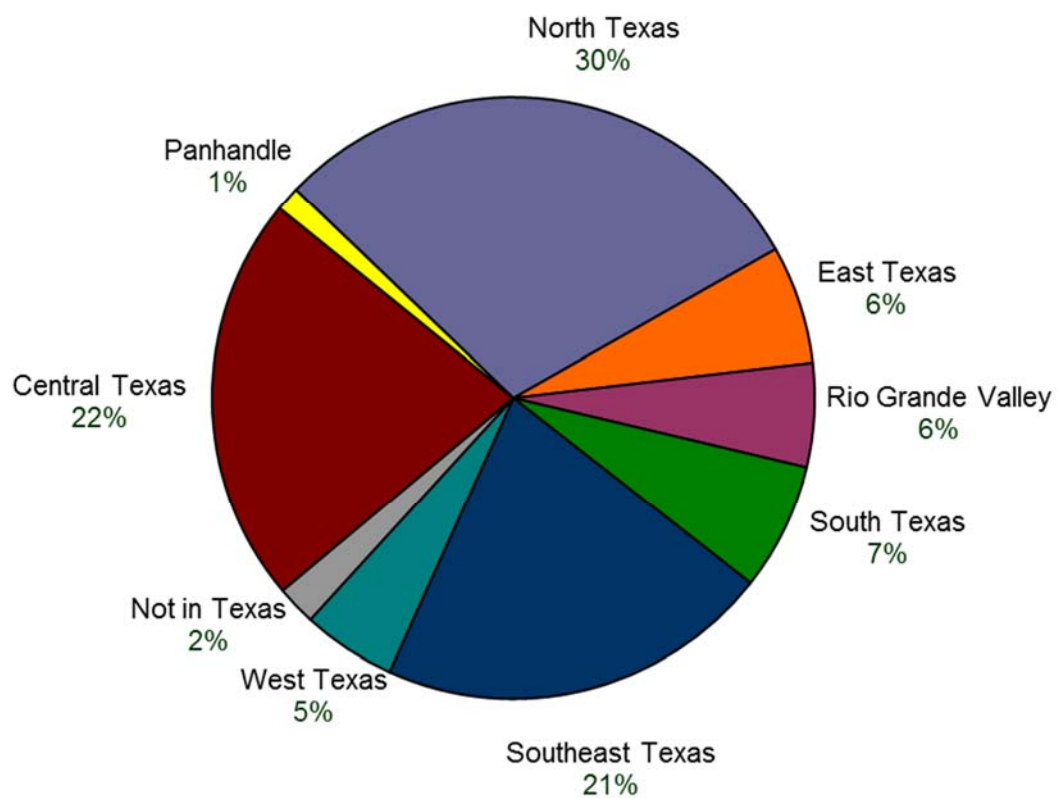
The report includes text and charts to illustrate the resolution of 406 complaints during 2013. Of the complaints processed in Calendar Year 2013 (CY '13), 218 were carried over from the end of CY '12 and 376 were complaints that were received in CY '13. Chart A shows an overview of the program results for CY '13 along with the previous two years' results for comparison.

Most complaints involve passenger cars and light trucks; however, complaints were received on all terrain vehicles, medium trucks, heavy trucks, motorcycles, motor homes and towable recreational vehicles. Prices of the vehicles complained against ranged from a few thousand dollars to just under a million dollars for a luxury motor home.

Chart A			
Summary of Program Results			
	CY '11	CY '12	CY '13
Complaints Filed	316	321	376
Complaints Closed	333	316	406
Inspections Held	9	38	14
Settlements	161	117	216
Repurchase/Replacement Orders	90	64	77

Chart B shows the geographic distribution of complaints filed by hearing region. The hearings are held primarily at State Office of Administrative Hearings field offices as well as at some Texas Department of Transportation offices.

Chart B
Geographic Distribution of Complaints Filed
by Hearing Region



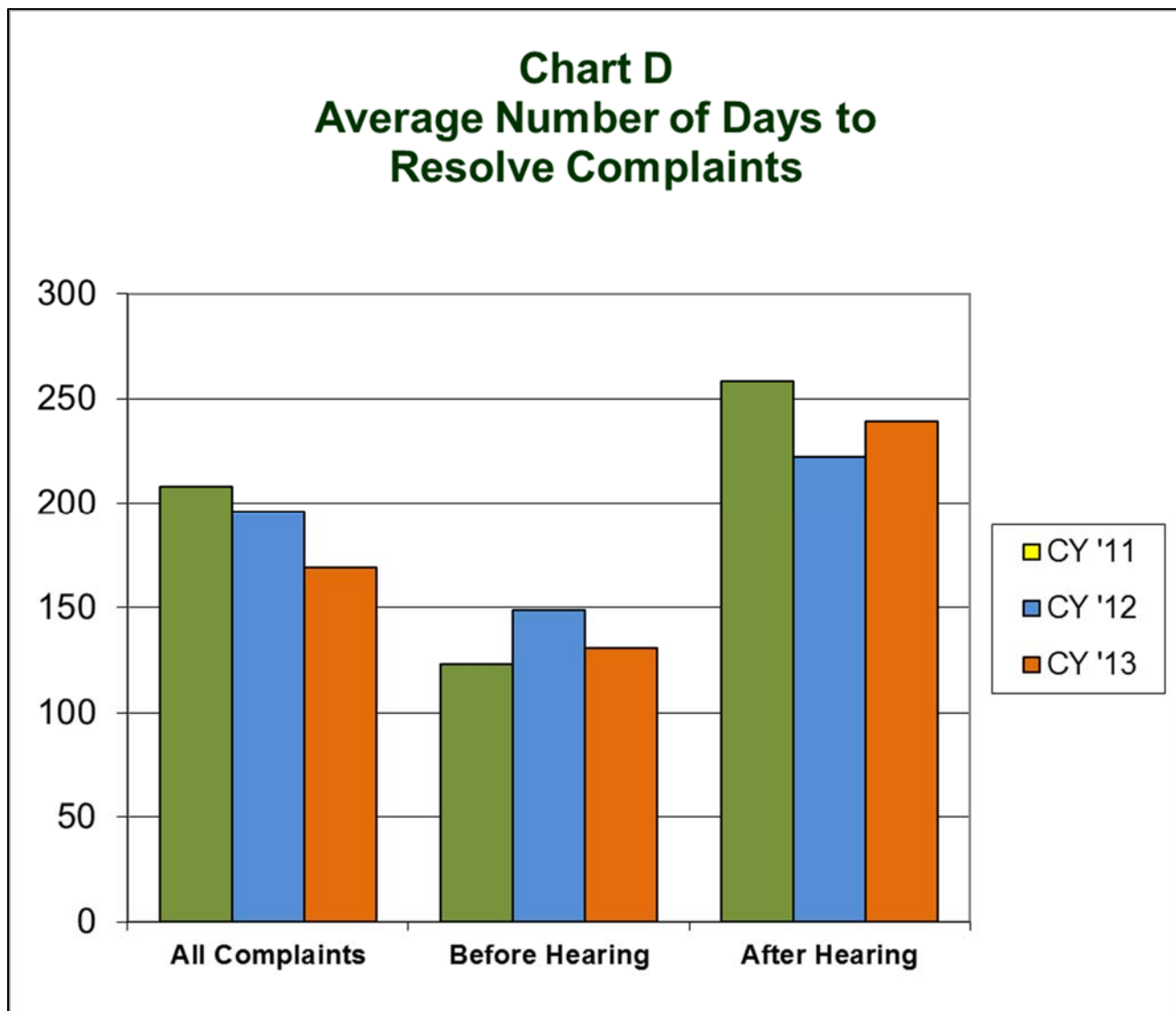
COMPLAINT PROCESS



Chart C shows the number of mediation inspections held and resolved for each vehicle make with whom an inspection was scheduled.

Chart C Mediation Inspections		
Vehicle Make	Held	Resolved
Chevrolet	1	0
Chrysler	3	2
Dodge	6	4
Honda	1	1
Lincoln	1	0
Toyota	1	0
Volkswagen	1	0
Total	14	7

Chart D shows the average processing times for the complaints closed for CY '11 through CY '13



COMPLAINTS FILED



COMPLAINTS FILED

Chart E1 shows how many passenger car and truck complaints were filed by model (listed alphabetically by make) for CY '11 through CY '13.

Chart E1 (Passenger Cars and Trucks) Complaints by Make and Model					
Make	Model	CY '11	CY '12	CY '13	CY' 13 Complaint Share
	ILX	0	0	1	0.27%
	MDX	0	0	1	0.27%
	RDX	0	0	2	0.53%
	TL	1	0	0	0.00%
	TSX	0	1	0	0.00%
Acura Total		1	1	4	1.06%
	A4	2	0	0	0.00%
	A5	0	1	0	0.00%
	Q5	0	0	1	0.27%
Audi Total		2	1	1	0.27%
	1 Series	1	0	1	0.27%
	3 Series	4	2	1	0.27%
	5 Series	5	2	4	1.06%
	7 Series	0	0	1	0.27%
	M3	2	0	0	0.00%
	X1	0	0	1	0.27%
	X3	1	1	0	0.00%
	X5	2	0	0	0.00%
	X5M	0	0	1	0.27%
	X6	0	0	1	0.27%
BMW Total		15	5	10	2.66%
	Enclave	0	0	2	0.53%
	LaCrosse	2	2	1	0.27%
	Regal	1	0	0	0.00%
	Verano	0	0	1	0.27%
Buick Total		3	2	4	1.06%
	ATS	0	0	1	0.27%
	CTS	2	2	1	0.27%
	Deville	0	1	0	0.00%
	DTS	0	1	0	0.00%
	Escalade	1	2	0	0.00%
	SRX	0	3	1	0.27%
	STS	3	0	0	0.00%
	XTS	0	0	2	0.53%
Cadillac Total		6	9	5	1.33%
	Aveo	1	2	0	0.00%
	Camaro	1	2	3	0.80%
	Cobalt	0	0	1	0.27%
	Corvette	1	0	0	0.00%
	Cruze	0	4	6	1.60%
	Equinox	3	2	4	1.06%
	Express	0	3	0	0.00%

Chart E1 (Continued)					
	HHR	2	4	0	0.00%
	Impala	5	0	2	0.53%
	Kodiak	2	0	0	0.00%
	Malibu	8	5	3	0.80%
	Silverado	5	5	14	3.72%
	Sonic	0	0	1	0.27%
	Spark	0	0	2	0.53%
	Suburban	1	0	1	0.27%
	Tahoe	0	0	2	0.53%
	Trailblazer	0	1	0	0.00%
	Traverse	2	1	4	1.06%
	Volt	0	1	0	0.00%
Chevrolet Total		31	30	43	11.44%
	200	1	1	1	0.27%
	300	2	4	2	0.53%
	Fiat	0	2	0	0.00%
	Grand Voyager	0	1	0	0.00%
	Pacifica	1	0	0	0.00%
	PT Cruiser	0	0	1	0.27%
	Sebring	1	0	0	0.00%
	Town & Country	2	2	2	0.53%
Chrysler Total		7	10	6	1.60%
	Avenger	0	4	4	1.06%
	Caliber	1	1	1	0.27%
	Challenger	3	1	5	1.33%
	Charger	0	5	8	2.13%
	Dakota Pickup	0	1	0	0.00%
	Dart	0	0	2	0.53%
	Durango	1	4	2	0.53%
	Grand Caravan	0	2	2	0.53%
	Intrepid	0	0	1	0.27%
	Journey	8	5	4	1.06%
	Nitro	1	0	0	0.00%
	Ram	18	29	28	7.45%
	Stratus	1	0	0	0.00%
Dodge Total		33	52	57	15.16%
Fiat	500	0	0	4	1.06%
	C-Max	0	0	1	0.27%
	Econoline	1	0	0	0.00%
	Edge	6	4	3	0.80%
	Escape	5	2	7	1.86%
	Expedition	2	1	3	0.80%
	Explorer	2	7	6	1.60%
	F Series	24	19	22	5.85%
	F450 Pickup (MT)	0	1	0	0.00%
	F550 Pickup (MT)	1	3	1	0.27%
	F650 Pickup (MT)	0	1	0	0.00%
	Fiesta	0	0	7	1.86%
	Flex	0	1	0	0.00%
	Focus	0	5	8	2.13%
	Fusion	4	3	7	1.86%
	Mustang	4	5	4	1.06%
	Ranger	1	0	0	0.00%

Chart E1 (Continued)					
	Taurus	2	1	0	0.00%
	Windstar	0	1	0	0.00%
Ford Total		52	54	69	18.35%
	Cascadia (MT)	1	0	0	0.00%
	Coronado (HT)	0	1	0	0.00%
	FL112 (HT)	0	0	1	0.27%
	M2106 (MT)	0	1	1	0.27%
Freightliner Total		1	2	2	0.53%
	Acadia	2	1	1	0.27%
	Envoy	0	0	0	0.00%
	Jimmy	1	0	0	0.00%
	Sierra	1	3	2	0.53%
	Sierra Denali	0	0	2	0.53%
	TC7C042 (MT)	0	1	0	0.00%
	Terrain	1	4	2	0.53%
	Yukon	1	1	0	0.00%
GMC Total		6	10	7	1.86%
	Accord	4	2	4	1.06%
	Civic	3	1	5	1.33%
	CR-V	2	1	1	0.27%
	Insight	1	0	0	0.00%
	Odyssey	2	2	1	0.27%
	Passport	0	0	1	0.27%
	Pilot	1	1	0	0.00%
Honda Total		13	7	12	3.19%
	Accent	0	1	0	0.00%
	Elantra	0	3	1	0.27%
	Entourage	0	0	1	0.27%
	Genesis	1	1	2	0.53%
	Sante Fe	1	0	0	0.00%
	Sonata	2	3	1	0.27%
	Sonata Hybrid	1	0	1	0.27%
	Tucson	1	3	1	0.27%
	Veracruz	0	1	1	0.27%
Hyundai Total		6	12	8	2.13%
	FX35	1	1	0	0.00%
	G37	1	1	0	0.00%
	M35	1	1	0	0.00%
	M56	0	0	1	0.27%
	QX56	1	0	1	0.27%
Infiniti Total		4	3	2	0.53%
International	Terrastar (HT)	0	0	1	0.27%
	I370	1	0	0	0.00%
	NQR 9 (MT)	1	0	0	0.00%
Isuzu Total		2	0	0	0.00%
	X-Type	0	1	0	0.00%
	XJ-Type	1	0	0	0.00%
	XJL-Type	0	0	1	0.27%
	XF-Type	1	0	0	0.00%
Jaguar Total		2	1	1	0.27%
	Grand Cherokee	4	3	3	0.80%
	Liberty	0	3	1	0.27%
	Patriot	1	0	0	0.00%

Chart E1 (Continued)					
	Wrangler	4	7	7	1.86%
Jeep Total		9	13	11	2.93%
Kandi	Coco	1	0	0	0.00%
	Forte	3	1	1	0.27%
	Optima	2	0	2	0.53%
	Rio	0	3	1	0.27%
	Sedona	0	1	0	0.00%
	Sorento	6	0	5	1.33%
	Soul	0	1	1	0.27%
	Spectra	0	0	0	0.00%
	Sportage	4	0	1	0.27%
Kia Total		15	6	11	2.93%
	Discovery	1	0	0	0.00%
	LR2	1	0	1	0.27%
	LR4	1	0	0	0.00%
	Range Rover	1	0	1	0.27%
	Range Rover Sport	1	0	0	0.00%
Land Rover Total		5	0	2	0.53%
	IS	1	0	0	0.00%
	GS	0	0	1	0.27%
	LS	1	1	0	0.00%
	RX	0	1	0	0.00%
Lexus Total		2	2	1	0.27%
	MKS	1	0	1	0.27%
	MKT	0	1	0	0.00%
	MKX	1	1	0	0.00%
	Navigator	0	0	1	0.27%
	Town Car	0	0	1	0.27%
Lincoln Total		2	2	3	0.80%
Lotus	Evora	0	1	0	0.00%
	Granturismo	0	0	1	0.27%
	Quattroporte	1	0	0	0.00%
Maserati Total		1	0	1	0.27%
	3	0	0	1	0.27%
	6	1	0	0	0.00%
	CX-5	0	0	1	0.27%
	Protégé	0	0	1	0.27%
	RX-8	1	0	0	0.00%
	Tribute	2	0	0	0.00%
Mazda Total		4	0	3	0.80%
	C-Class	2	1	2	0.53%
	CLS-Class	0	0	1	0.27%
	E-Class	2	2	2	0.53%
	GL-Class	0	0	1	0.27%
	R-Class	0	1	0	0.00%
	M-Class	0	0	1	0.27%
	S-Class	1	0	0	0.00%
	SL-Class	2	0	0	0.00%
	SLK-Class	0	1	0	0.00%
Mercedes-Benz Total		7	5	7	1.86%
Mercury	Mariner	0	1	0	0.00%
Mini	Cooper	3	0	1	0.27%
	Eclipse	1	1	0	0.00%

Chart E1 (Continued)					
	Galant	0	1	0	0.00%
	Lancer	0	2	0	0.00%
	Outlander	0	0	1	0.27%
Mitsubishi Total		1	4	1	0.27%
	Altima	4	3	8	2.13%
	Armada	1	1	1	0.27%
	Cube	1	0	1	0.27%
	Frontier	2	0	1	0.27%
	GT-R	0	0	2	0.53%
	Juke	0	1	0	0.00%
	Maxima	2	2	1	0.27%
	Murano	1	1	1	0.27%
	NV	0	0	1	0.27%
	NV 200	0	0	1	0.27%
	Pathfinder	0	0	2	0.53%
	Rogue	0	1	1	0.27%
	Sentra	6	1	4	1.06%
	Titan	0	0	2	0.53%
	Versa	1	4	3	0.80%
	Z	1	1	0	0.00%
Nissan Total		19	15	29	7.71%
	G3	0	1	0	0.00%
	G8	1	0	0	0.00%
	Grand Prix	1	0	0	0.00%
	Torrent	1	1	0	0.00%
Pontiac Total		3	2	0	0.00%
	Cayenne	1	0	0	0.00%
	Panamera	1	0	1	0.27%
Porsche Total		2	0	1	0.27%
Saab	9-3	0	1	0	0.00%
Saturn	Aura Hybrid	1	0	0	0.00%
	Impreza	2	1	0	0.00%
	Legacy	0	0	1	0.27%
	Outback	0	1	0	0.00%
	XV Crosstrack	0	0	1	0.27%
Subaru Total		2	2	2	0.53%
	Kizashi	0	0	1	0.27%
	XL-7	1	1	0	0.00%
Suzuki Total		1	1	1	0.27%
	4Runner	0	1	1	0.27%
	Avalon	1	1	1	0.27%
	Camry	2	2	2	0.53%
	Corolla	0	1	1	0.27%
	FJ Cruiser	1	0	0	0.00%
	Highlander	1	0	0	0.00%
	Prius	0	2	0	0.00%
	Sienna	0	1	1	0.27%
	Tacoma	0	2	2	0.53%
	Tundra	1	1	1	0.27%
Toyota Total		6	11	9	2.39%
	Beetle	1	0	3	0.80%
	CC	0	1	1	0.27%
	EOS	0	0	2	0.53%

Chart E1 (Continued)					
	Golf	0	0	1	0.27%
	Jetta	0	4	3	0.80%
	Passat	1	0	1	0.27%
	Routan	1	2	1	0.27%
	Touareg	0	1	0	0.00%
Volkswagen Total		3	8	12	3.19%
	S60	0	2	0	0.00%
	VN780 (HT)	1	0	0	0.00%
	VNL64t (HT)	0	1	0	0.00%
Volvo Total		1	3	0	0.00%
Miscellaneous Complaints	Unknown	2	1	0	0.00%
Total Complaints Filed		274	277	331	88.03%

Chart E2 shows how many motor home complaints were filed by model (listed alphabetically by make) for CY '11 through CY '13.

Chart E2 (Motor Homes)					
Complaints by Make and Model					
Make	Model	CY '11	CY '12	CY '13	CY' 13 Complaint Share
Carriage	Domani	1	0	0	0.00%
Coachmen	Pathfinder	0	0	2	0.53%
	Quest	0	1	0	0.00%
	Storm	1	0	0	0.00%
Fleetwood Total		1	1	0	0.00%
	Georgetown	0	0	1	0.27%
	Solera	0	0	1	0.27%
Forest River Total		0	0	2	0.53%
	Endura	1	0	0	0.00%
	Sun Voyager	1	0	0	0.00%
Gulf Stream Total		2	0	0	0.00%
	Greyhawk	0	0	1	0.27%
	Precept	0	0	1	0.27%
Jayco Total		0	0	2	0.53%
Keystone	Alpine	0	1	0	0.00%
Monaco	Admiral	0	1	0	0.00%
Newmar	Bay Star	0	1	0	0.00%
Pleasure-Way	Excel	0	1	0	0.00%
	Four Winds	0	0	1	0.27%
	Hurricane	0	1	1	0.27%
	Palazzo	0	0	1	0.27%
	Tuscany	0	0	1	0.27%
Thor Total		0	1	4	1.06%
	Itasca	1	0	0	0.00%
	Tour	0	1	0	0.00%
	View	0	0	1	0.27%
	Wkr42ad	0	1	0	0.00%
Winnebago Total		1	2	1	0.27%
Total Complaints Filed		5	8	11	2.93%

Chart E3 shows how many towable recreational vehicle complaints were filed by model (listed alphabetically by make) for CY '11 through CY '13.

Chart E3 (Towable Recreational Vehicles)					
Complaints by Make and Model					
Make	Model	CY '11	CY '12	CY '13	CY' 13 Complaint Share
Airstream	Flying Cloud	1	1	0	0.00%
Doubletree	Select Suites	0	1	0	0.00%
Dutchmen	Voltage	0	1	0	0.00%
Columbia Northwest	Somerset	0	0	1	0.27%
Carriage	Cameo	3	0	0	0.00%
	Hill Country	0	0	2	0.53%
	Longhorn	0	0	1	0.27%
	Rushmore	0	0	1	0.27%
CrossRoads Total		0	0	4	1.06%
DRV LLC	Mobile Suite	0	0	1	0.27%
	Crusader	0	0	1	0.27%
	Lexington	0	1	0	0.00%
	Rockwood	1	0	1	0.27%
	Surveyor	1	0	1	0.27%
	Wildcat	0	1	0	0.00%
	Wildwood	0	0	1	0.27%
Forest River Total		2	2	4	1.06%
Foretravel	IH-45	0	1	0	0.00%
Frontier RV	Aspen	0	1	0	0.00%
Gulf Stream	Sedona	0	0	1	0.27%
	Big Country	0	1	2	0.53%
	Cyclone	0	1	1	0.27%
	Edge	1	0	0	0.00%
	Elkridge	0	1	1	0.27%
	Greystone	0	1	1	0.27%
	Landmark	1	0	0	0.00%
	North Trail	0	2	0	0.00%
	Sundance	0	1	0	0.00%
Heartland Total		2	7	5	1.33%
Jayco	Embark	1	0	0	0.00%
K-Z	Sportster	1	0	0	0.00%
	Alpine	1	0	0	0.00%
	Cougar	1	0	0	0.00%
	Laredo	0	0	1	0.27%
	Montana	0	0	1	0.27%
	Passport	0	1	0	0.00%
	Raptor	1	0	1	0.27%
	Sprinter	1	1	1	0.27%
Keystone Total		4	2	4	1.06%

Chart E3 (Continued)					
Landmark	Rushmore	0	1	0	0.00%
	345 RLS	0	0	1	0.27%
	Journeyer	0	1	1	0.27%
	Mesa Ridge	0	0	1	0.27%
	Open Range	0	2	1	0.27%
	Presidential	1	0	0	0.00%
Open Range Total		1	3	4	1.06%
Prowler	CT	0	1	0	0.00%
Redwood	36FL	0	1	0	0.00%
Starcraft	Autumn Ridge	0	0	1	0.27%
Total Complaints Filed		15	22	25	6.65%

Chart E4 shows how many all-terrain vehicles and motorcycles complaints were filed by model (listed alphabetically by make) for CY '11 through CY '13.

Chart E4 (All Terrain Vehicles, Motorcycles and Neighborhood Electric Vehicles)					
Complaints by Make and Model					
Make	Model	CY '11	CY '12	CY '13	CY' 13 Complaint Share
Agusta	F4 (MC)	0	1	0	0.00%
Arctic Cat	500 (ATV)	1	0	0	0.00%
Baja	SC 150 (MC)	1	0	0	0.00%
	Big Horn (ATV)	0	1	1	0.27%
	MP250A (MC)	0	1	0	0.00%
Bennche Total		0	2	1	0.27%
Big Dog	Coyote (MC)	1	0	0	0.00%
BRP	Spyder (MC)	1	0	0	0.00%
BMW	K 16GTL (MC)	0	0	1	0.27%
	Commander (MC)	0	0	1	0.27%
	Spyder (MC)	0	0	1	0.27%
Can-Am Total		0	0	2	0.53%
Ducati	1198 (MC)	0	1	0	0.00%
GEM	e4 (NEV)	1	0	0	0.00%
	FLHTCUSE2 (MC)	1	0	0	0.00%
	FLSTN (MC)	1	0	0	0.00%
	VRSCDX (MC)	1	0	0	0.00%
Harley-Davidson Total		3	0	0	0.00%
Honda	Cb1000rb (MC)	0	1	0	0.00%
	KAF (MC)	0	1	0	0.00%
	KRF750 (MC)	0	1	0	0.00%
Kawasaki Total		0	2	0	0.00%
Motobravo	MC150 (MC)	0	0	1	0.27%
Oreion	Sand Reeper (NEV)	0	0	1	0.27%
	R11WH50AG (ATV)	1	0	0	0.00%
	R11XY76AA (ATV)	1	0	0	0.00%
	R12 (ATV)	0	1	0	0.00%
	Ranger (ATV)	0	1	0	0.00%
	Sportsman (ATV)	1	0	0	0.00%
	Trailboss (ATV)	0	0	1	0.27%
Polaris Total		3	2	1	0.27%
Roketa	MC79 (MC)	0	0	1	0.27%
Royal Enfield	C5 Bullet (MC)	1	0	0	0.00%
Star	NV (NEV)	0	1	0	0.00%
	150 (ATV)	4	0	0	0.00%
	700U (ATV)	1	0	0	0.00%
	Panther (ATV)	2	0	0	0.00%
	Velocity (MC)	0	1	0	0.00%
Supermach Total		7	1	0	0.00%
Thoroughbred	Stallion (MC)	0	0	1	0.27%
Tomberlin	Emerge (NEV)	0	1	0	0.00%
Tomoto	ATV 150 (ATV)	0	2	0	0.00%
Vitacci	Touring (MC)	1	0	0	0.00%
Total Complaints Filed		20	14	9	2.39%

Chart F shows the predominate defect claimed by consumers on filing their complaints for the 15 vehicle models that had the greatest number of complaints filed. The engine performance/emissions category was the predominate defect on six of the 15 models listed.

Chart F Predominate Defects Reported for the Top 15 Vehicle Models by Make and Model				
Make	Model	Complaints Filed	Defect	Defect Total
BMW	5 Series	3	Electrical	3
Chevrolet	Silverado	12	Other	8
	Traverse	4	Safety Devices/Seat Belts/Airbags	4
Dodge	Charger	6	Electrical	3
			Engine Performance/Emissions	3
			Other	3
	Ram	26	Engine Performance/Emissions	22
Ford	Escape	7	Engine Performance/Emissions	3
	Explorer	5	Electrical	3
	F Series	20	Other	9
	Fiesta	7	Engine Performance/Emissions	5
			Other	5
	Fusion	6	Engine Performance/Emissions	6
	Mustang	3	Other	3
Jeep	Wrangler	7	Body and Trim	3
			Engine Performance/Emissions	3
Kia	Sorento	5	Engine Mechanical	3
			Other	3
			Safety Devices/Seat Belts/Airbags	3
Nissan	Altima	8	Other	7
	Versa	3	Air Conditioning and Heating	2

COMPLAINTS CLOSED



Chart G shows the comparison of case resolution from CY '11 to CY '13. Most of these cases are settled by the manufacturer and result in a settlement order being issued.

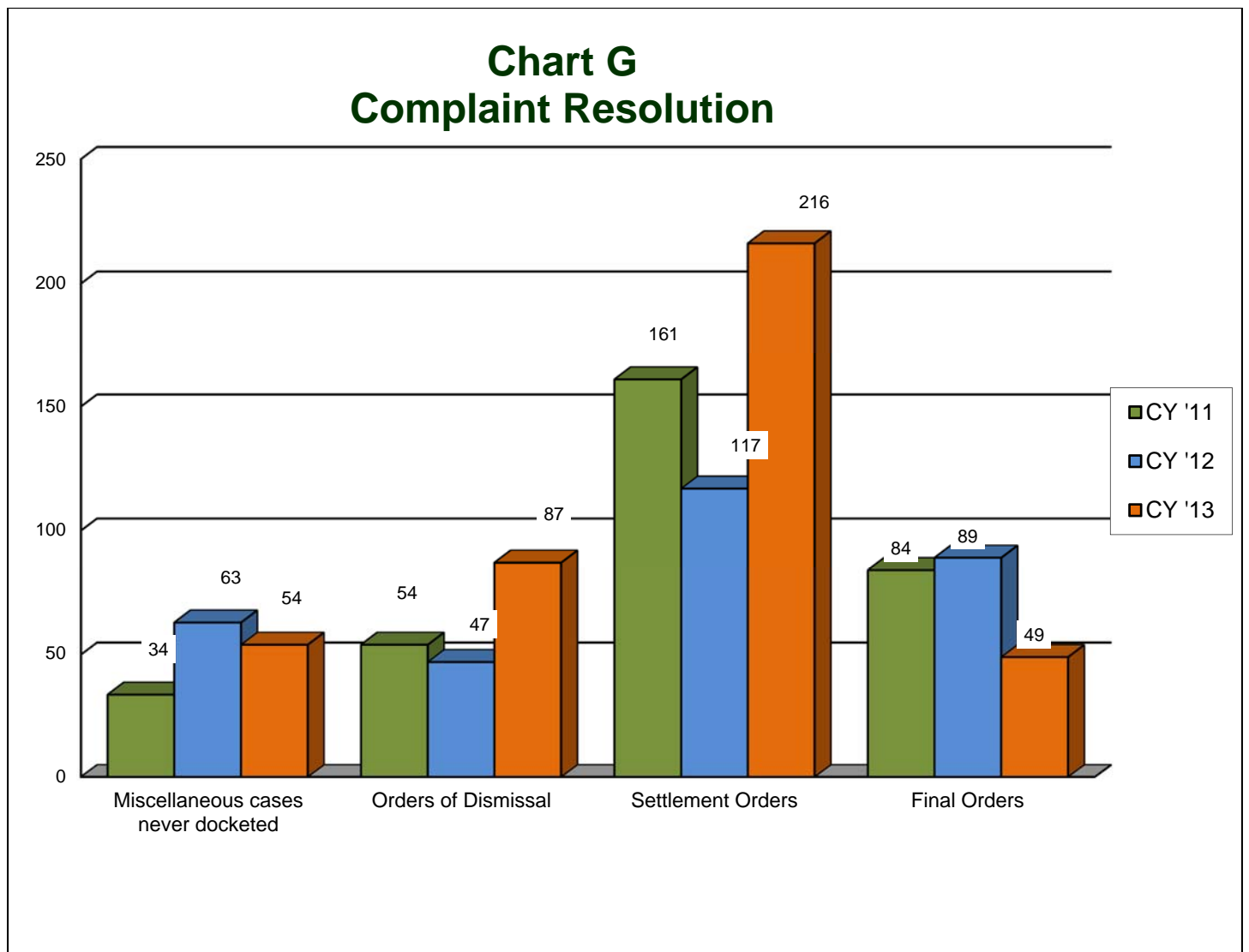


Chart H shows the comparison of the Settlement Orders issued by manufacturer. There is also a breakdown of the type of settlement reached.

Chart H Settlements by Manufacturer								
Manufacturer	Repurchase	Replacement	Trade Assist	Repair	Extended Service Contract	Cash Settlement	Other	Total Settlements
Acura	0	1	0	1	1	0	1	4
Airstream	0	0	0	0	0	0	1	1
BMW	1	1	0	1	0	0	0	3
Buick	0	0	1	0	0	0	1	2
Cadillac	0	0	0	2	0	0	0	2
Can-Am	0	0	0	0	0	0	1	1
Chevrolet	0	1	1	8	1	3	3	17
Chrysler	0	2	0	0	1	3	0	6
CrossRoads	0	0	0	0	0	1	0	1
Dodge	6	6	0	1	1	41	1	56
Fiat	1	2	0	0	0	0	0	3
Fleetwood	0	0	0	0	0	1	0	1
Ford	11	2	2	3	4	1	4	27
Forest River	0	1	0	2	0	1	2	6
Freightliner	0	0	0	1	0	0	1	2
GMC	0	0	0	1	0	1	0	2
Heartland	1	0	0	1	0	2	3	7
Honda	0	0	1	1	2	2	1	7
Hyundai	3	2	0	1	0	0	1	7
Infiniti	1	0	0	0	0	0	0	1
International	0	0	0	1	0	0	0	1
Jeep	0	2	0	1	0	5	1	9
Kawasaki	0	0	0	2	0	0	0	2
Keystone	0	0	0	0	0	0	2	2
Kia	0	1	0	3	0	1	0	5
Landmark	0	0	0	0	0	0	1	1
Lexus	0	0	0	0	0	0	1	1
Lincoln	0	0	0	2	0	0	0	2
Lotus	0	0	0	0	0	0	1	1
Mercedes-Benz	1	1	0	0	0	0	1	3
Monaco	0	0	0	0	0	2	0	2
Newmar	0	0	0	1	0	0	0	1
Nissan	4	0	1	0	1	4	0	10
Open Range	1	0	0	0	0	1	2	4
Polaris	1	0	0	0	0	0	2	3
Pontiac	0	0	1	0	0	0	0	1
Saab	0	0	0	1	0	0	0	1
Subaru	1	0	0	0	0	0	0	1
Toyota	2	0	0	1	0	0	2	5
Volkswagen	2	0	1	1	0	0	1	5
Total	36	22	8	36	11	69	34	216

Chart I shows the comparison of the 49 Final Orders issued by manufacturer.

Chart I Final Orders by Manufacturer					
Manufacturer	Repurchase	Replacement	Repair	Dismissal	Total Orders
Benzhou	0	0	0	1	1
Buick	1	0	0	0	1
Cadillac	1	0	0	0	1
Chevrolet	1	0	0	4	5
Dutchmen	0	0	0	1	1
Ford	9	0	6	6	21
Forest River	1	0	0	0	1
Foretravel	0	0	1	0	1
Honda	0	0	0	1	1
Hyundai	0	0	0	1	1
Infiniti	2	0	0	0	2
Kia	2	0	0	1	3
Mazda	0	0	0	1	1
Nissan	1	0	1	3	5
Toyota	1	0	1	0	2
Volkswagen	0	0	1	1	2
Total	19	0	10	20	49

There were 19 vehicles ordered repurchased or replaced after a contested hearing when an Administrative Law Judge found the complaint met the statutory requirements for relief under the Lemon Law.

Chart J describes the vehicles that were ordered repurchased or replaced by manufacturers listed alphabetically by make and model.

CHART J VEHICLES ORDERED REPURCHASED OR REPLACED - BY MAKE AND MODEL						
	YEAR	MAKE	MODEL	VEHICLE TYPE	PROBLEM AREA	PRICE
1	2012	Buick	Enclave	Light Truck	Engine Mechanical	\$45,542.26
2	2011	Cadillac	SRX	Light Truck	Engine Performance/Emissions	\$23,217.63
3	2011	Chevrolet	Traverse	Light Truck	Engine Performance/Emissions	\$24,933.63
4	2011	Ford	Edge	Light Truck	Electrical/Safety	\$38,135.72
5	2012	Ford	Escape	Light Truck	Water Leaks	\$23,978.92
6	2013	Ford	Explorer	Light Truck	Safety	\$31,274.43
7	2012	Ford	F Series	Light Truck	Manual Transmission	\$19,733.15
8	2012	Ford	F Series	Light Truck	Engine Performance/Emissions	\$28,295.19
9	2012	Ford	F Series	Light Truck	Engine Performance/Emissions	\$46,200.61
10	2012	Ford	Focus	Passenger Car	Engine Performance/Emissions	\$17,761.57
11	2012	Ford	Focus	Passenger Car	Air Conditioning/Heating	\$15,224.77
12	2012	Ford	Focus	Passenger Car	Automatic Transmission	\$21,214.32
13	2012	Forest River	Rockwood	Towable Recreationl Vehicle	Water Leaks	\$32,702.75
14	2011	Infiniti	FX35	Light Truck	Electrical	\$44,932.33
15	2010	Infiniti	G37	Passenger Car	Body and Trim	\$43,956.14
16	2011	Kia	Soul	Passenger Car	Engine Performance/Emissions	\$18,557.97
17	2011	Kia	Soul	Passenger Car	Engine Performance/Emissions	\$17,709.82
18	2011	Nissan	Murano	Light Truck	Brakes	\$33,990.69
19	2011	Toyota	Sienna	Light Truck	Engine Performance/Emissions	\$28,557.31
Total						\$555,919.21

Chart K shows the number of vehicles reacquired by manufacturers per Lemon Law Rule §215.210 for CY '11, CY '12 and CY '13

Chart K Manufacturer Reacquired Vehicles			
	CY '11	CY '12	CY '13
Ordered Repurchases/Replacements	34	30	19
Reacquired Vehicle Settlements	56	34	58
Reacquired Vehicles Transferred to Texas	647	868	798
Total	737	932	875

ACKNOWLEDGMENTS



ACKNOWLEDGMENTS

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Stephanie Rogers
Anne Lehnick
Cindy Sedillo

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B. Mark Gladney
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